

## **Enterprise Systems Management Specific Principles:**

1. Agencies with ESM responsibilities shall perform capacity planning and performance monitoring to ensure infrastructure resources is appropriately sized to meet current and planned workload demands.
2. Agencies with ESM responsibilities shall implement accounting processes and procedures that identify and attribute costs for IT resources used to support the business.
3. IT operational and services processes should adhere to the ITIL framework best practices methodology. [Link to ITIL webpage.](#)
4. Agencies shall establish data storage and archival retention policies and procedures that meet operating business requirements, statute, and regulatory mandates.
5. Agencies shall establish an IT disaster recovery plan. In addition, there shall be procedures to test the IT disaster recovery plan periodically and update the plan based on the test outcome or environment changes.
6. IT systems shall adhere to all security, confidentiality and privacy policies, and applicable statutes.
7. Agencies shall restrict access to any IT infrastructure resources including ESM tools in conformance with security policies and procedures.
8. Systems must be designed, acquired, developed, or enhanced such that data and processes can be shared and integrated across the enterprise and with our partners.
9. Incident Management procedures should include steps to address actions such as incident detection, recording, classification, initial support, investigation, diagnosis, resolution, recovery, closure, ownership, monitoring, tracking, and communication.